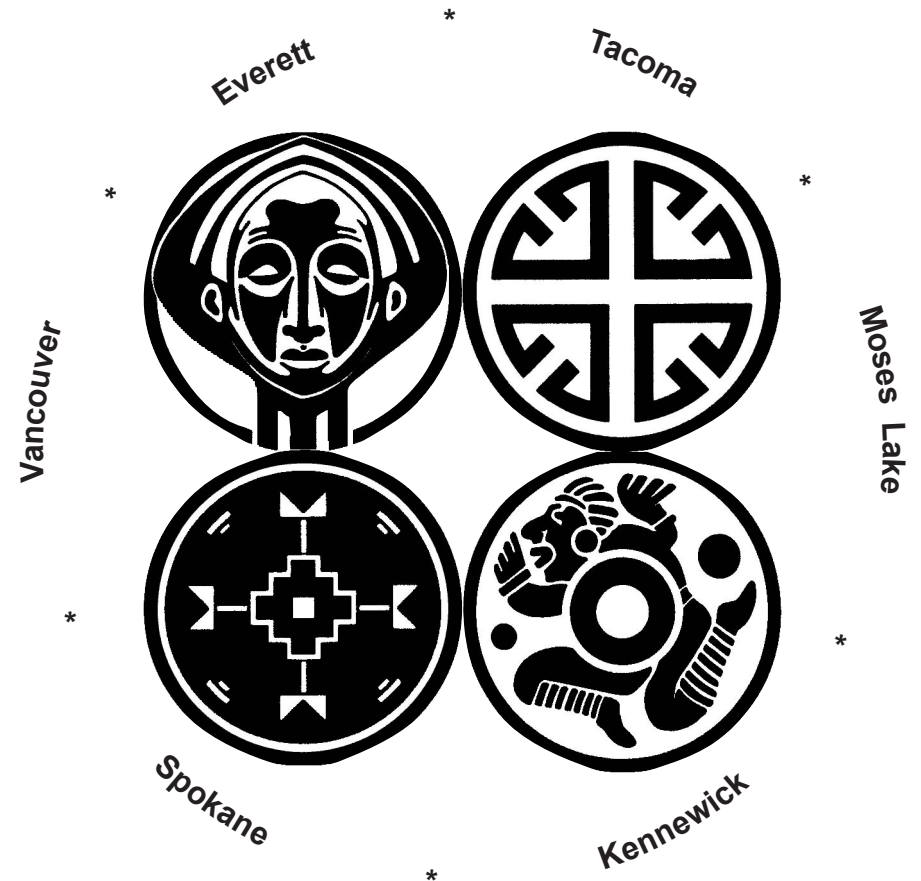


# INTERCULTURAL COMMUNICATION IN THE LIBRARY



Presented by Alysian Croydon, a trainer from  
Tacoma Community House.

"I can't understand what my new customers are saying!",  
"What do they want?", "How can I give directions?",  
"How can I tell them when their books are due?"

This workshop will help library staff interact with library patrons who are not fluent in English, who have different customs, or who may not know about all the services the library can offer them.

Alysan Croydon, a trainer from Tacoma Community House with experience in multicultural communication techniques, will help you and your library staff cope with the needs of new customers who are unacustomed to libraries or who are just learning English.

**Registration: 9:00 a.m. - 9:30 a.m.**  
**Workshops: 9:30 a.m. - 4:30 p.m.**

<b>VANCOUVER</b>	<b>Tuesday, March 26</b> <b>Fort Vancouver Regional Library</b>
<b>EVERETT</b>	<b>Tuesday, April 2</b> <b>Everett Public Library</b>
<b>TACOMA</b>	<b>Friday, April 5</b> <b>Pierce County Library</b>
<b>MOSES LAKE</b>	<b>Thursday, April 11</b> <b>Big Bend Community College</b>
<b>KENNEWICK</b>	<b>Friday, April 12</b> <b>Mid-Columbia Regional Library</b>
<b>SPOKANE</b>	<b>Wednesday, May 1</b> <b>Spokane Public Library</b>

## ***INTERCULTURAL COMMUNICATION IN THE LIBRARY***

### ***A Diversity Workshop***

#### ***Registration***

You may register online at <http://wlo.statelib.wa.gov/eventreg/> by selecting *Intercultural Communication in the Library* or you may mail, fax, or e-mail the information below to:

ATTN: Jeremy Stroud  
Washington State Library  
PO Box 42460  
Olympia, WA 98504-2460  
FAX 360-586-7575  
[jstroud@statelib.wa.gov](mailto:jstroud@statelib.wa.gov)

Registration deadline is March 20, 2002.

Please submit one form per person.

Please choose a location to attend:

☐ Vancouver      ☐ Everett      ☐ Moses Lake  
☐ Tacoma      ☐ Spokane      ☐ Kennewick

Name \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

E-mail \_\_\_\_\_

Choice of free lunch:    ☐ Vegetarian    ☐ Non-Vegetarian

Questions about the workshop? Please contact Susan Barrett, Washington State Library, at 360-570-5561 or via email at [sbarrett@statelib.wa.gov](mailto:sbarrett@statelib.wa.gov).